

FIRE SERVICES

Chief Mark Burdick

Mission Statement:

Fast - Caring - Innovative - Professional

Department Description:

The Glendale Fire Department provides Fire, Rescue, and Emergency Medical Services to the citizens of Glendale. Within the scope of our work are five core interactive services including:

- Fire Prevention and Education (Public Education, Inspections, Investigations, Code Adoption)
- Fire Suppression (Firefighting)
- Emergency Medical Services (Advanced Life Support and Basic Life Support)
- Special Operations (Hazardous Materials and Technical Rescue)
- Crisis Response (Social Services)

The Glendale Fire Department utilizes the Automatic Aid System, intergovernmental agreements with surrounding agencies, public/private partnerships, and our highly skilled and dedicated staff to guarantee high quality services to those in our community.

FISCAL YEAR 2012

GOALS	
Goal	Strive to increase public education and outreach.
Related Council Goal	One community committed to public safety.
Activities	<ul style="list-style-type: none">• Implement more pro-active fire and life safety educational programs. These programs could include: Car Seat Safety, Preschool HeadStart, Fire Pals, Youth Setter Intervention, Teen CERT, CERT/Citizen's Academy, and the Safety Educator Program.• Expand the "Healthier Safer Lives" program to more retirement communities and schools.• Strengthen and support the Fire Department's volunteer programs.
Expected Outcomes (Perf. Measures)	Indirectly reduce the number of medical emergencies, injuries and fires in Glendale by increasing citizen education on safety related issues.
Time Commitment	This goal involves an ongoing time commitment. Efforts to educate the public in order to prevent loss of life and property is a continuous goal of the Fire Department.

Expected Challenges	An adequate volunteer pool is critical to the success of our educational programs. Maintaining and recruiting volunteers is an ongoing challenge. Safety Educators and Fire Cadets will need to be used to augment these programs.
Goal	Enhance response times.
Related Council Goal	One community committed to public safety.
Activities	<ul style="list-style-type: none"> • Ensure that emergency responding personnel are staffed in the field and deployable, without diminishing service delivery. • Properly train and certify emergency medical technicians and paramedics. • Maintain apparatus and equipment to reduce delays in emergency response.
Expected Outcomes (Perf. Measures)	<p>The department's service level objectives for response times are:</p> <ul style="list-style-type: none"> • 90% of the time - Arrive on-scene in six minutes or less for the arrival of the first arriving engine company at a fire suppression incident and/or eight minutes or less arrival of a full first alarm assignment at a fire suppression incident. • 90% of the time - Arrive on-scene in six minutes or less for the arrival of a unit with first responder or higher-level capability at an emergency medical incident. • 90% of the time - Arrive on-scene in eight minutes or less for the arrival of an advanced life support unit at an emergency medical incident, where this service is provided by the fire department.
Time Commitment	This is an ongoing effort as the Fire Department consistently works to improve response times.
Expected Challenges	Budget constraints and workload on existing administrative staff will be a challenge.

FISCAL YEAR 2011

Area of Innovation:

- Glendale Fire Department took over the responsibility of Infectious Control for its members. Prior to July 1, 2010 Phoenix Fire Department was providing the service. Estimated savings to Glendale Fire Department is \$5,000 - \$10,000 annually.

Accomplishments:

- Adopted the 2009 International Fire Code. The adoption of current model codes helps ensure that Glendale is a safe community by utilizing the most current fire code.
- Glendale Fire Department transitioned to the 700-800 megahertz radio system for non-hazard zone emergencies. This enhances communications with Automatic Aid fire department participants.

GOAL UPDATES	
Goal	Improve our internal and external customer service through continuous assessment, progressive management and quality personnel practices.
Related Council Goal	One community focused on public safety.
Was the goal met?	Yes. The department has implemented a continuous quality improvement plan for EMS in accordance with Arizona Department of Health Services rule R9-25-206.
What were the Performance Measures?	At minimum, review the following categories of pre-hospital patient encounter forms to ensure fire department personnel follow established protocols and procedures: <ul style="list-style-type: none"> • 5% of all patient refusals, trauma, and medical incidents; • 100% of all code arrests, cerebral vascular accidents (CVA), and acute coronary syndrome (ACS) Develop a process to implement corrective action when review of cases indicates a lapse in following pre-hospital protocols and/or procedures.
Obstacles/Challenges	Shortage in staff has created challenges in meeting minimum reviews.
Goal	Provide fast, effective emergency response to our community through proper support and deployment of staffing, apparatus and equipment.
Related Council Goal	One community focused on public safety.
Was the goal met?	Yes. In 2010, a Glendale unit capable of providing AED arrived on scene in less than 6-minutes travel time, 93% of the time for all ALS and BLS incidents.
What were the Performance Measures?	The Glendale Fire Department's service level objective for first arriving unit at an emergency medical incident: <ul style="list-style-type: none"> • 90 percent of all code three, 911 emergent incidents, the first unit will arrive on the scene in less than six minutes (travel time). • Advanced Life Support (ALS) units shall arrive on scene within eight minutes (travel time), 90 percent of the time. However, we strive to meet the National Fire Protection Association Standard 1710 travel time of four minutes.
Obstacles/Challenges	Yes, reduced funding creates challenges in staffing units.

FISCAL YEAR 2010

Area of Innovation:

- Through an effective labor/management process, a third ladder truck has been deployed by utilizing existing resources, providing the city with an alternative fire suppression vehicle. Emergency medical services were also enhanced as the department has converted its three ladder trucks into ALS units, and staffing them with paramedics. This simple service improvement will increase the department's ALS response capability by 20%. The department also embarked on a year-long study to re-evaluate its deployment plan, and set about redistributing apparatus to improve response capability and coverage throughout the city. The redistribution is based on the analysis of incident data and emergency response travel times collected for each square mile in Glendale, not only has that resulted in the above-mentioned ladder truck conversion, the command officers have also been re-deployed to provide better coverage to the city. The department will continue to evaluate the effect of these changes to ensure optimal coverage and efficiency throughout the city.

Accomplishments:

- In July, Fire Station 151 opened for business in its new location at 52nd Avenue and Lamar, providing emergency responders more immediate access to arterial streets in the busy downtown area.
- Six emergency response vehicles were replaced, providing the community with continually reliable, mechanically sound equipment. New vehicles include two ladder trucks, two ladder tenders, two engine pumpers and one hazardous materials truck.

GOAL UPDATES	
Goal	Reduce the impact of pain and suffering within our community through crisis intervention and response.
Related Council Goal	One community with high quality services for citizens.
Was the goal met?	Yes. In 2009, the department's two crisis response units were dispatched a total of 2,677 incidents.
What were the Performance Measures?	Ensure an adequate pool of volunteers to provide capability to respond to a minimum of 1,000 calls per year.
Obstacles/Challenges	None.
Goal	Improve our internal and external customer service through continuous assessment, progressive management and quality personnel practices.
Related Council Goal	One community focused on public safety.
Was the goal met?	Yes. The department's 2009 Annual Compliance Report was unanimously accepted by the Commission on Fire Accreditation International.
What were the Performance Measures?	Report annually to the Center for Public Safety Excellence to ensure compliance and maintaining accredited status.
Obstacles/Challenges	None.



City of Glendale Budget Summary by Department

Fire Department

FUND NUMBER / BUDGET BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Air-Med & Logistics Ops (HALO)	\$745,827	\$751,491	\$751,491	\$736,989	-2%
(1000) Ambulance Services	\$476,109	\$492,393	\$492,393	\$484,004	-2%
(1000) Fire Administration	\$1,796,215	\$1,637,270	\$1,637,270	\$1,605,998	-2%
(1000) Fire Community Services	\$10,910	\$19,250	\$19,250	\$15,250	-21%
(1000) Fire Marshal's Office	\$866,913	\$824,255	\$824,255	\$812,173	-1%
(1000) Fire Medical Services & Health	\$44,166	\$56,983	\$56,983	\$48,983	-14%
(1000) Fire Operations	\$17,937,365	\$17,312,530	\$17,312,530	\$17,785,340	3%
(1000) Fire Resource Management	\$2,395,316	\$1,937,224	\$1,865,224	\$2,070,956	7%
(1000) Fire Special Operations	\$25,313	\$16,293	\$16,293	\$16,293	0%
(1000) Fire Training	\$22,679	\$13,656	\$13,656	\$13,656	0%
(1000) PS Training Ctr - Fire	\$619,583	\$577,227	\$577,227	\$567,227	-2%
(1281) Fire - Fiesta Bowl Event	\$52,991	\$159,942	\$138,872	\$159,942	0%
(1281) Stadium - Fire Event Staffing	\$246,992	\$229,886	\$229,886	\$229,886	0%
(1282) Arena - Fire Event Staffing	\$152,602	\$300,008	\$300,008	\$301,041	0%
(1282) Westgate - Fire Event Staffing	\$11,659	\$0	\$0	\$0	NA
(1283) CBRanch - Fire Event Staffing	\$34,604	\$0	\$21,070	\$28,852	NA
(1720) Fire - Special Revenue Fund	\$4,850,264	\$6,135,642	\$7,335,642	\$6,395,637	4%
(1840) Grant Approp - Fire Dept	\$562,753	\$4,500,000	\$4,500,000	\$4,500,000	0%
(1842) PSSP Fire OT Grant	\$0	\$0	\$0	\$75,000	NA
(2530) PS Training Ops - Fire	\$739,341	\$760,451	\$730,451	\$763,314	0%
(2538) Glendale Health Center	\$32,859	\$54,000	\$54,000	\$54,000	0%
Total - Fire Department	\$31,624,461	\$35,778,501	\$36,876,501	\$36,664,541	2%



**City of Glendale
Budget Summary by Department**

Fire Department

BUDGET BY CATEGORIES OF EXPENDITURES	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
Wages/Salaries/Benefits	\$26,500,866	\$27,837,822	\$29,037,822	\$28,679,286	3%
Supplies and Contracts	\$3,605,221	\$7,068,344	\$7,020,327	\$7,161,620	1%
Internal Premiums	\$555,379	\$798,613	\$744,630	\$612,827	-23%
Internal Service Charges	\$957,995	\$938,024	\$938,024	\$922,702	-2%
Operating Capital	\$5,000			\$122,562	
Work Order Credits		(\$864,302)	(\$864,302)	(\$834,456)	-3%
Total - Fire Department	\$31,624,461	\$35,778,501	\$36,876,501	\$36,664,541	2%

STAFFING BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Air-Med & Logistics Ops (HALO)	4	4	4	4	0%
(1000) Ambulance Services	2	2	2	2	0%
(1000) Fire Administration	17.5	13	14	14	8%
(1000) Fire Marshal's Office	12	10	10	10	0%
(1000) Fire Operations	195	188	188	188	0%
(1000) Fire Resource Management	6	4	5	5	25%
(1282) Arena - Fire Event Staffing	1	1	1	1	0%
(1720) Fire - Special Revenue Fund	50	51	51	51	0%
(2530) PS Training Ops - Fire	6	6	6	6	0%
Total -Fire Department	293.5	279	281	281	1%